

Notice of Data Security Incident

CentraCare Health and Carris Health – Willmar Lakeland Clinic (formerly known as Family Practice Medical Center) (collectively, “CentraCare”) was recently notified of an incident that may have involved the personal information or protected health information of certain CentraCare patients or other individuals. Although CentraCare has no reason to believe that any personal information or protected health information has been misused for the purpose of committing fraud or identity theft, it is notifying the potentially affected patients to advise them about the steps it has taken to address the incident and provide them with guidance on what they can do to protect themselves.

CentraCare uses a third-party service provider, Netgain, to store certain historical patient records. Netgain recently notified CentraCare that an unknown third party accessed Netgain’s network and encrypted certain files stored by Netgain between October 22, 2020 and December 3, 2020. Netgain advised CentraCare that upon discovering the incident, Netgain contained the incident, notified law enforcement, and conducted an investigation. Netgain recently concluded that investigation and notified CentraCare that the third party may have acquired certain CentraCare files stored within Netgain’s systems. CentraCare reviewed the information provided by Netgain and, depending on the person, between March 18, 2021 and May 10, 2021, CentraCare determined that the files contained personal or protected health information for certain individuals. That information included, depending on the affected individual, the individual’s name, address, date of birth, Social Security number, Medicare ID number, and/or medical treatment information.

Between March 29 2021 and July 2, 2021, CentraCare sent written notifications to individuals whose personal information or protected health information was contained in the potentially acquired documents for whom it has contact information and arranged for complimentary identity theft protection services for those individuals whose Social Security numbers and/or driver’s license numbers were involved in the incident. Notified individuals should refer to the notice they will receive in the mail regarding steps they can take to protect themselves. Again, CentraCare has no reason to believe that any personal information has been misused for the purpose of committing fraud or identity theft, but as a precautionary measure, individuals should remain vigilant to protect against potential fraud or identity theft by, among other things, reviewing their account statements and monitoring credit reports closely. They should promptly report any suspected fraudulent activity or identity theft to proper law enforcement authorities, including the police and their state’s attorney general. Affected individuals may also wish to review the tips provided by the Federal Trade Commission (“FTC”) on fraud alerts, security/credit freezes and steps that they can take to avoid identity theft. For more information and to contact the FTC, please visit www.ftc.gov/idtheft or call 1-877-ID-THEFT (1-877-438-4338).

CentraCare regrets any concern or inconvenience this incident may cause. Netgain has assured CentraCare that it has implemented additional security measures to lessen the likelihood that an

incident like this will occur in the future. Additional information is available via a confidential, toll-free inquiry line at 844-644-4305 from 7:00 a.m. to 4:00 p.m. Central, Monday through Friday.